

Forum Excursion to the Central Florida Zoo

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*29th Annual National Forum on
Quality Improvement in Health Care
Orlando, FL: December 10, 2018*



Disclosure:

- Kathy Duncan and Jennifer Lenoci-Edwards today have no relevant financial or nonfinancial relationship(s) within the services described, reviewed, evaluated, or compared in this presentation.



Agenda for the day

- Welcome and Introductions
 - Divide into three groups
- Travel to the Zoo
- Welcome
- Site Visits (2)
- Lunch
- Site Visit (1)
- Review and Apply
- Return back to Orlando World Center
- Keynote



Objectives

- Identify ways of managing large-scale operations and patient care in a non-health care industry that can be compared with, and applied to, their own work environment
- Recognize and analyze key concepts of staff engagement and patient care in various settings
- Develop ideas for improving organization-wide operations and patient care processes in their own work environment



Welcome and Introductions

*Turn to your neighbor --
Name and what they hope to learn today?*

Welcome and Introductions

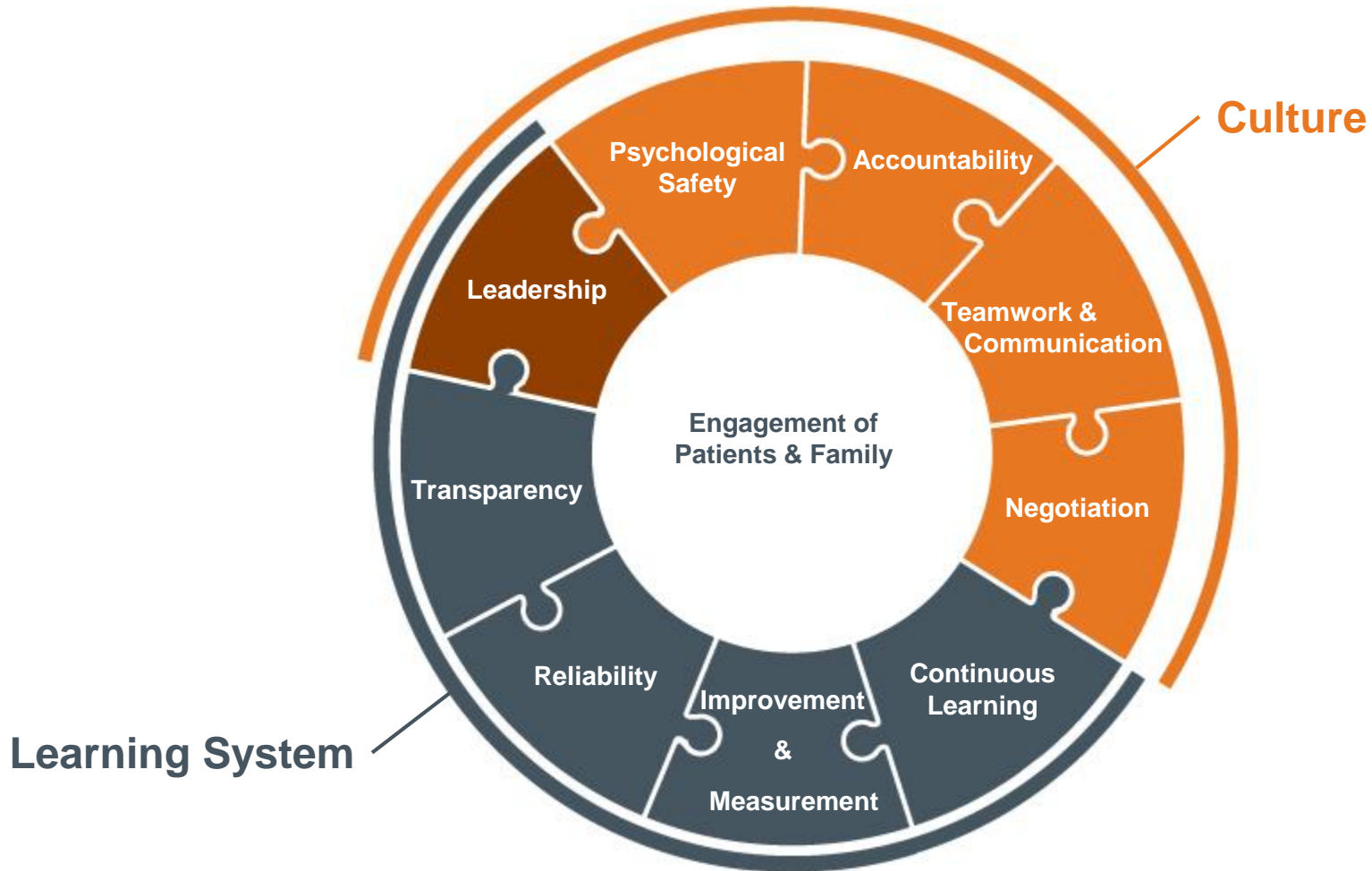
*Now you are going to introduce your neighbor
Name and what they hope to learn today?*

Off we go!

- Head to the bus
- Don't get lost
- Find a buddy for the ride!



Framework for Safe, Reliable and Effective Care



Definition of Reliability

The system works as designed and is capable of delivering the desired results.



Design strategies for reliability

- Prevent initial failure
 - Using intent and standardization
- Identify failure and mitigate
 - Redundancy function
- Redesign from failure modes
 - Identify critical failures and then redesign



Design strategy for reliability

- Prevent initial failure: using intent and standardization



Why standardize?

- Contributes to building an infrastructure
 - Who does what, when, where, how and with what?
- Supports training and competency testing to sustain the process
- Achieve front line articulation of key processes by staff
- Allows the appropriate application of evidence-based medicine consistently
- Feedback about defects and application of learning to design is possible



Improvement concepts to prevent initial failure: intent, vigilance, hard work

- Common equipment, standard order sheets, multiple choice protocols, and written policies/procedures
- Personal check lists
- Feedback of information on compliance
- Suggestions of working harder next time
- Awareness and training emphasis

Most healthcare organizations currently perform at this level



What if the first step fails?

- Even the best designed systems will not work 100% of the time
- A step to capture and fix each time the first step fails
 - Detection and mitigation
 - Develop standardized process



Table Time



Design strategy for reliability

- Prevent initial failure: using intent and standardization
- Identify failure and mitigate: redundancy function



Redundancy function

- Develop a strategy to:
 - Identify prevention failures
 - Mitigate the failures identified
- Develop a metric to measure redundancy effectiveness



Improvement concept: redundancy

- Decision aids and reminders built into the system (Identification triggers)
- Desired action the default (based on scientific evidence)
- Redundant processes utilized
- Scheduling used in design development
- Habits and patterns known and taken advantage of in the design
- Standardization of process based on clear specification and articulation is the norm



Lessons from human factors

- Reliance on memory
- Distractions / interruptions
- Fatigue
- Sleep deprivation
- Shift work
- Lack of training and experience
- Overload
- Psychosocial factors



Table Time



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Now – Hang up your lab coats!



Take note of the following:

- Examples of:
 - Safety
 - Reliable design
 - Teamwork
 - Communication
 - Standardization
- How do these relate to effective management of large-scale operations?
- How does this knowledge transfer to health care operations?



Framing our thinking

- Staff engagement
- Eliminate waste
- Improve the work flow
- Improve the work environment
- Manage time
- Manage variation
- Design systems to avoid mistakes



And We're Back!

Have fun?

- What was the most interesting/unexpected thing you saw?
 - Big Cat Story
 - Herpetarium
 - Medical Practice
 - Zoo Tour
 - Prevent Initial Failure
 - Identify Failure and Mitigate
 - Redesign from Failure Mode



Framing our thinking

- Staff engagement
- Eliminate waste
- Improve the work flow
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Table Time



Application to our Health Care Setting

- Staff engagement
- Eliminate waste
- Improve the work flow
- Improve the work environment
- Manage time
- Manage variation
- Design systems to avoid mistakes



Your Choice - CAMILLA

- Free Time in the Zoo
- Animal show



Questions?

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Final details

- CEUs are available online
 - Please check the Forum Onsite Guide for more details
- Please provide us with feedback by filling out the End-of-Event Evaluations

Be back at the bus by 3:10

